

Over 100 Years of Service

The California Public Utilities Commission (CPUC) has been regulating California's utility companies and providing services to consumers for more than 100 years. This brochure gives you an overview of the CPUC and how you can obtain more information and assistance on the various industries the CPUC oversees.



- Californians spend more than \$59 billion annually for services from industries regulated by the CPUC.
- The CPUC has around 1,000 employees, including judges, engineers, analysts, lawyers, auditors, and support staff.
- The CPUC addresses consumers' utility issues and safety issues, sets rates, and handles other utility matters by conducting an average of more than 500 proceedings at any given time.

CPUC Online Links

The CPUC website is your resource for information about the industries the CPUC oversees. The following links can be found on the CPUC website, www.cpuc.ca.gov:

Daily Calendar

Information on CPUC hearings, meetings, workshops, and a multitude of other events can be found on the CPUC's Daily Calendar.

Subscription Service

Subscribe to items posted on our website and receive e-mails when items are posted.

Practitioner's Page

Find information and detailed instructions on how to participate in CPUC proceedings at a formal level.

Hot Topics

Follow the latest information on hot topics that affect California consumers and economy.

Public Participation Hearings

View a list of hearings where the public may participate and make comments before the CPUC on issues that impact their community.

Visit us online!

Scan the code to find out more about the CPUC.



Contact Information for the Public Advisor's Office

E-mail: public.advisor@cpuc.ca.gov
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General Information Series #1

CPUC Basics



www.cpuc.ca.gov



The Role of the California Public Utilities Commission

The California Public Utilities Commission (CPUC) was founded in the California Constitution in 1911 to protect California businesses and residents from the adverse effects of monopolies.

The CPUC is headed by five Commissioners who are appointed by the Governor and confirmed by the California State Senate to serve staggered six year terms. Together, as a body, the Commissioners meet at least once a month and decide (by vote) matters before the CPUC.

The Commissioners make all policy, procedural, and other decisions for the agency.

The Work of the CPUC

The CPUC has oversight of privately-owned electric, natural gas, and water corporations, wireless and wireline communications companies, rail and rail transit safety, for-hire shuttle and limousine services, and moving companies of household goods. This oversight focuses on the following:

- Promoting innovation to provide services at reasonable rates with a commitment to environmental enhancement and a healthy California economy.
- Promoting availability of services for everyone, including discounted services for low income consumers.
- Approving and inspecting utility infrastructure to ensure safe and reliable delivery of electricity, natural gas, and communications services to homes and businesses.
- Certifying operation of movers of household goods and of for-hire limousines and shuttles.
- Approving and inspecting rail and rail transit operations and infrastructure with a strong commitment to safety.
- Protecting against fraud or abuse in a competitive communications marketplace.
- Investigating allegations of fraud, abuse, and safety violations. The CPUC may order corrective action, administer fines, and shut down unsafe operations or bad performers.
- Ensuring that investor-owned water utilities deliver clean, safe, and reliable water to their customers at reasonable rates.
- Informing consumers about issues that impact them and encouraging public participation through bill inserts, notices, media, public meetings, and interaction with community organizations.



California Public Utilities Commission

Consumer Service & Information Division



Funding

The CPUC receives its funding from surcharges on utility bills and from the transportation companies it regulates. The surcharge covers all of the CPUC's expenses, consumer programs, and helps offset the high costs of providing communications services in hard-to-serve areas of the state. The budget is submitted annually to the California State Legislature and Governor for approval.

For More Information:

- The CPUC publishes brochures, decisions, reports, press releases, and formal proceeding documents on its website at www.cpuc.ca.gov.
- Use the Subscription Service or service lists to receive specific information and to follow proceedings.
- The CPUC's Public Advisor's Office can answer questions about participating in proceedings and can help you file informal comments. For information, call 866-849-8390 or visit the Public Advisor's webpage on the CPUC website.
- The CPUC's Consumer Affairs Branch (CAB) can help you with disputes and questions about your utility bill. For more information, call CAB at 800-649-7570 or visit the CAB webpage on the CPUC website at: www.cpuc.ca.gov/cab.